UNIVERSITY OF LIVERPOOL

Procurement Department

PURCHASE CARD

USER GUIDE & REGULATIONS

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Introduction to Purchase Cards

Purchase Card

Purchase cards are issued to members of staff, who are responsible for departmental purchasing. They can be used to book travel and hotel accommodation on behalf of other members of staff, but the card is to be retained by the cardholder, and kept within the Department.

To apply for a purchase card, the Head of School/Institute or School Manager is required to nominate in writing, a member of their staff who they wish to become a purchase card holder. The request must be forwarded to the Procurement Department, email purchg@liv.ac.uk .

An application form and questionnaire, will be sent to the prospective cardholder. The cardholder will be required to complete both documents in full, providing a list of the various cost centres that they will require access to and the names of two senior members of staff, who will be the departmental authorisers for the statements. The nominated cardholder will be invited to a training session. At this session the regulations for the use of the purchase card and system for recording transaction logs will be explained

All cardholders are required to attend a training session before the purchase card is issued.

T&E Card

T&E cards are issued to university staff that, in the course of their work travel on university business. The T&E card is a charge card that can be used to pay for travel and subsistence costs. Applications for T&E Cards must be made in writing by Heads of Department to Cathy Roberts, Corporate Card Team Leader. The T&E card will remain with the cardholder. Further information on T&E cards can be obtained from Cathy Roberts, Finance Office. (Email C.Roberts@liverpool.ac.uk or phone ext 42115)

1. The Purchase Card

The University of Liverpool Purchase Card looks like, and is used in a similar manner to a standard credit card. It can be used to order goods or services by phone, fax, mail order, or in person.

The card holder assumes responsibility for handling credit card based purchasing for their School/Institute or Department. Schools and Departments may nominate a number of card holders to cover sub-sections or those who are based off campus

The card holder is required to comply strictly with the regulations covering the use of the purchase card as detailed in this user manual, and in accordance with University finance regulations.

Each card holder will be notified of the monthly credit limit applicable to the card under their responsibility.

The card holder is responsible for the security of their card details, which must not be communicated or shared with their departmental colleagues - Purchase cards are not departmental purchase cards

Failure to submit transaction logs in a timely manner will result in **cancellation of the purchase card**.

The Purchase Card is a VISA charge card. Embossed on the card are the following details: -

Card Number
Valid from date
Expiry Date
University of Liverpool
Cardholder Name

The card will be issued to the cardholder on completion of the training, or on the nearest possible date afterwards.

Occasionally, it may be necessary to use the card at a trade sales counter. On these occasions you would use the pin number that is issued to you around the same time as the card.

In the event of loss or theft of the card, the cardholder must immediately notify Barclays on 08448 222 140 (even outside of normal office hours) and also notify the Procurement Department, (ext 42161) email: purchg@liv.ac.uk

2. .The Transaction Log

The transaction log is a web-based list of all purchase card transactions. It is accessed via the University of Liverpool Information Portal (TULIP). All the details of each transaction must be entered onto the log. The cardholder is required to complete a log each time a purchase is made. An up to date transaction log must be maintained and available at all times for audit purposes.

Any VISA credits must also be entered into the transaction log. (*The correct way to show credits is with the word CREDIT in the narrative and with a minus sign (-) against the value of the credit*).

On receipt of the Purchase card statement, the cardholder must complete the statement matching process on TULIP.

3. Monthly Folder

Cardholders are required to retain all relevant documents. At the end of the month the file must also contain copies of the monthly Barclaycard statement.

Departments must retain these records for 6 years. These records must be available for audit by the University Purchase Card Administrator, the University Internal and External Auditors, HM Revenue and Customs, and other such authorities.

4. Making a purchase

Receive a written request from a colleague, or make a written record of the product or service that you have identified the need for. (This can be in the form of a shopping list or internal requisition style form that can be counter signed by a line manager) You will need to log the transaction on TULIP.

Wherever possible, recommended university suppliers must be used. Details are available on the Supplier Guide which is available on the Procurement department web site http://www.liv.ac.uk/procurement/

Cardholders should ensure that the total transaction value of the purchase does not exceed the transaction limit applicable to the purchase card If the purchase value is above this limit, then the usual University of Liverpool purchase order procedures must be followed unless a temporary increase has been approved.

Goods or services may be ordered from recommended University suppliers, either by phone, fax, mail order, by the Internet or in person, by quoting all the relevant card details requested by the supplier. You must **not** email the card details.

Please ensure that complete delivery instructions are given when placing orders and confirm with the supplier that the cardholder name and the delivery location appear on all delivery documents.

When placing an order, ask whether VAT is applicable, and if so, at what rate.

Not all items for which you use the Purchase card may be subject to VAT. ie, Medical and Veterinary departments who purchase relevant goods and who can claim Zero Rate of VAT, must fax a completed zero rate certificate to the supplier on completion of the transaction. When in doubt…ask.

Confirm with the Supplier, the total order value that will be charged to the purchase card. This must include VAT and any delivery and administration charges.

5. Purchase Card Security

When making a purchase where you are not physically present, you may be asked for additional information, such as the full statement address including post code and the card security code. This code is unique to each card and allows the merchant to verify the identity of the person using the card.

If using the web, always use a secure browser such as Microsoft Internet Explorer which scrambles data on sending.
In the case of Internet purchases, please safeguard your card details by only dealing with secure sites and reputable well known companies. If in doubt, don't purchase the item!

Email is not secure. Do not order goods or services or disclose your card or personal details by e-mail

If you become aware of any unauthorised transactions please notify Barclaycard immediately. If fraud is confirmed the card will be cancelled, and a replacement issued. Barclaycard will forward a disclaimer form for you to complete with details of the fraudulent transactions. In this instance, please notify Procurement purchg@liv.ac.uk , so that we can expect a replacement card and can amend our records accordingly.

6. Receipt of Goods or Services

The **VISA Voucher**, the **VAT receipt** and the **goods advice note** should be sent with the goods. These should be addressed to the card holder and should read "Paid by Visa". Make sure that you receive a receipt/invoice for each transaction processed – and contact suppliers for any receipts/invoices not received.

Once the goods or services have been received, you should check them. The details must then be reconciled to the transaction log.

If you are wrongly billed, you should in the first instance contact the supplier. Your receipt will be the key document. The supplier should issue a credit for a billing correction, and provide a VAT credit note where applicable. This credit may appear on the next monthly statement. Please do **not** delay processing the statement because of outstanding credits or disputes.

If agreement cannot be reached with the supplier, you should then contact Barclaycard Commercial. Please keep details of the date and name of the supplier's customer services representative to whom you spoke to etc.

7. Barclaycard Statement

Your Barclaycard account is managed on line, once registered you will receive an email on or about the 20th of each month advising that your statements are available to view/download.

To register for e-statements, please go to:

https://accservices.barclaycardbusiness.co.uk/Centre/

Select 'Not registered?' on the right hand side, then enter your card number complete 'Create a user ID & Password' *PLEASE NOTE THAT YOU ARE REGISTERING FOR THIS AS A CARD HOLDER, DO NOT SELECT ADMINISTRATOR.*

If you move departments you will be issued with a new card, to amend the card number on your on-line account select edit personal details/amend card number, you can then enter your new card details.

Should you have any problems in registering, please contact Barclaycard Customer Services on 08448 222100

It is the cardholder's responsibility to check that this monthly statement is correct.

On receipt of the monthly statement, check that you have all necessary documentation. Also check that any credit(s) have been included, and that you have any VAT credit note(s) if necessary.

If a hash (#) appears on the statement against the transaction, then details of VAT have been captured electronically. If # does not appear on the statement, the supplier should have provided you with a VAT invoice.

In case of any difficulty in obtaining a credit, contact Barclaycard.

You should check that the details on your monthly statement are the same as the invoice/receipt and the transaction log.

A few transactions that you have made and entered on your log in the days just before the cut-off date (20th of the month) may not appear on your statement. They should however appear on the subsequent month's statement. These will remain on your list of transaction logs, so that they are available for selection the following month.

You must 'match' transaction log details against the Barclaycard statement and this must reconcile **exactly** to the value of the statement.

When you complete the 'statement matching' process your authorising manager will be notified by email, that they must log into TULIP and post

the statement into Agresso. This must be completed within 7 working days. It is the responsibility of the cardholder to ensure that the transaction log has been authorised.

On completion of the statement matching process, the card holder must scan and attach all supporting documentation (requisition, order acknowledgement, delivery note, invoice etc. and agenda if applicable) to the monthly statement on TULIP. They must be available for the authoriser to view, prior to them authorising the statement electronically. These documents must also be kept, and filed with your monthly statement.

Finance will charge the cardholder's monthly statement to an agreed departmental default account. The transaction log will be used to clear this default account and charge the correct accounts.

If the cardholder's transaction log is not cleared and remains outstanding for more than two months the purchase card will be suspended (in the first instance) with a view to cancellation. The cardholder will receive email notification of any action taken.

8. Regulations concerning the use of the Purchase card

Procurement will oversee administration of the Purchase card, and the detailed analysis data that is supplied by Barclaycard will be used for control purposes by the University. All statements will be checked for misappropriation of university funds on a monthly basis. Cardholders may be contacted to justify a purchase if it does not comply with Procurement procedures.

Each month Barclaycard provide detailed transaction reports for each cardholder. The reports include attempted purchases that exceeded the set limits and failed the electronic authorisation at the supplier register.

You should never divulge your card details to others, **including departmental colleagues**.

The maximum single purchase that you can make using this system is dictated by your single transaction limit.

It is strictly forbidden to split purchases using the Purchase card, to avoid control limits.

Where appropriate a temporary increase may be authorised to enable payment of a transaction above this limit. An email should be submitted to purchg@liv.ac.uk confirming the cost/supplier/last 4 digits of the purchase card number.

The card may not be used to buy goods or services that the cardholder would not normally need to purchase for his or her particular department on bona fide University business.

The Purchase card must only be used to procure goods and services on behalf of the University of Liverpool, in accordance with University of Liverpool Financial Regulations Under no circumstances should it be used to effect personal purchases.

Any misappropriation of university funds will be treated as gross misconduct in accordance with the rules and procedures laid out in the User Agreement.

The University of Liverpool Purchase cards cannot be used to make cash withdrawals.

The Procurement Department also has high value cards. These cards can be used, where appropriate, on behalf of departments.

Changing Departments

Procurement must be notified of any change of department or address. The written notification to purchg@liv.ac.uk must confirm the change and also the proposed date of change. Your transaction log and any outstanding statements should have been cleared and authorised by the current department prior to the move. A new Barclaycard application form and a questionnaire with details of the new account codes/cost centres and names of two new authorisers must be completed and returned to Procurement. A new card will be issued for use in your new department, cards cannot be transferred between departments. To amend the card number on the on-line Barclaycard system, select edit personal details/amend card number; you can then enter your new card details.

The cardholder's Head of School/Institute or School Manager will be required to ensure that any outstanding transactions are cleared from departmental accounts.

Changing your name

If you change your name, please provide us with a copy of your marriage certificate or deed poll document, we will then request a replacement Purchase card showing your new name.

Leaving University Employment.

In the event of leaving the University, the cardholder, on handing in their notice, must notify Procurement (purchg@liv.ac.uk), who will ensure the cardholder's account is cancelled - the purchase card should be destroyed. The cardholder should cease card use and ensure all

outstanding transactions are cleared and that any statements have been posted into Agresso. The department will remain responsible for any outstanding transactions or incomplete transaction logs that remain after the cardholder has left the University.

PAYPAL and Similar Payment Methods

It is an audit requirement that PAYPAL, WORLDPAY and similar accounts should only be used as a payment processing method. Under no circumstances should a PayPal (or other) account be created using your purchasing card. The university auditors have highlighted this as a risk that increases the opportunity for fraud. Details of any transactions processed via one of these payment portals should be sent to Procurement for audit purposes. A copy of the payment confirmation will usually contain all of the relevant information we require. Please forward to purchg@liv.ac.uk

Mobile phone bills

Card holders are not permitted to pay mobile phone bills using the purchasing card. These must be processed and paid via Agresso.

25years service policy

A maximum of £130 is allowed to purchase drinks/nibbles/flowers for staff leaving/retirement celebrations on condition that they have 25 or more years unbroken service at the University of Liverpool. A purchasing card should be used to purchase these items (never a T&E card). Purchase can be completed either on line and/or purchase from a store using the relevant pin number associated with the card. Expenditure must be charged against the relevant departmental cost centre, and not Finance.

Gift Cards

Gift cards can be purchased via purchasing card for trials/studies/competitions/prizes etc to a maximum of £25. If gift cards are purchased in bulk for a particular reason, then the total should be between £250-£500 maximum for security purposes.
Up to £250 must be kept in a secure cash box in a locked drawer and anything over this must be kept in a safe re: UOL insurance regulations. If the purpose of the gift card is for competitions/prizes, then it must be open to everyone.
For audit purposes, the gift card template recording recipient details must also be completed, scanned and linked to your Tulip record. Gift card template Fin Form F10a (Mar 14)

https://www.liv.ac.uk/intranet/finance/resources/finance_department_forms/

Flowers

To avoid a possible delivery charge were possible select a florist near to the delivery point and pay by purchasing card. Details of recommended florists are located on the Procurement website supplier guide.

The gift of flowers using University funds can only be charged in exceptional circumstances **(maximum £30.00 spend),** i.e.

- Bereavement of a member of staff or their immediate family
- Staff illness expected for more than 6 weeks (as a guide)
- Retirement on completion of 25 years of service.

Miscellaneous Questions

1. Supply Problems

Problems with the supply of goods can include difficulty in obtaining goods already paid for, or perhaps goods that have been delivered but are faulty - in which case the problem may be serious enough to warrant a partial or full refund.

If you have any problems with the supply of goods, such as those outlined above, please contact the supplier and ask for a refund to be placed on your Barclaycard.

If the supplier agrees to issue a credit, once it is received you should enter these details onto the transaction log.

2. Personal credit rating

Use of the University of Liverpool Purchase card will not affect your personal credit rating. The card will have the cardholders name as an authorised user but the card is actually in the name of the university.

3. Receipt not provided with a purchase

For purchases where a receipt is not normally provided, wherever possible use a copy of the completed application form or other similar document. In the case of an Internet purchase, a screen print-out should be taken. If the form does not clearly indicate that payment was made using the University of Liverpool Purchase card then you should mark this on the form yourself.

4. Lost receipt

If a receipt is lost, then you should attach a detailed written report of the transaction and file it along with your Barclaycard statement, transaction and any other receipts.

5. The Supplier does not accept payment by Purchase Card

In cases where a frequently used supplier of low value goods/services does not take the card, it would be desirable to attempt to recruit that supplier to the Purchase card system. We suggest that you telephone the company and ask to speak to their credit controller / account manager. Explain the benefits of the Visa Purchase card system for low value purchases:

- Rapid payment – funds in their account within 3 to 4 working days
- Improved cash flow
- Reduced administrative effort – no chasing for payment and fewer invoice queries
- Increased business opportunities – many large companies are now using Visa Purchase cards to pay their suppliers

If the company is interested, ask them to telephone Barclaycard Commercial on 0800 616161 quoting 'Purchasing' and 'The University of Liverpool'. Barclaycard Commercial will send them further information.

9. Guidelines on VAT

For VAT advice please contact Helen Stephens, University VAT Officer (ext: 50316)
See also www.liv.ac.uk/procurement/ the procurement department web site for further detailed guidance on VAT including medical certificates.

10. Contacts

For detailed information, temporary increases of individual transaction limits, unlocking of accounts and re-setting of password or pass code, please contact:

Sue Halliday	**Procurement Manager**	**42161**

Requests for temporary increase in individual transaction limits can also be made to:

Mark Walton	**Head of Procurement**	**42154**
Ann Bickerstaffe	**Senior Procurement Manager**	**42157**

For general enquiries, requests for application, arrange training, change of details, including cost centres and general administration please contact:

Lynne Walsh/Jo Forrest	**Administrator**	**42668/2**

For TULIP training and general advice, please contact:

Vicky Heaviside	**Buyer**	**42160**

For details on T&E Cards and matters relating to Purchase card audit contact:

Cathy Roberts	**Corporate Card Controller**	**42115**

For further details and training on Agresso:

CSD Helpdesk attention of the Agresso team helpdesk@liv.ac.uk

And finally to report your card lost or stolen:

Barclaycard Commercial Helpdesk *	**08448 222125**

* Quote card number, name and transaction query, date and amount